

**DEPARTMENT OF INSURANCE
TECHNICAL SERVICES GROUP
HEALTHCARE REVIEW PROGRAM**

PROGRAM RECORDS RETENTION AND DISPOSITION SCHEDULE

The Program Records Retention and Disposition Schedule and retention periods governing the records series listed herein are hereby approved. In accordance with the provisions of Chapters 121 and 132 of the General Statutes of North Carolina, it is agreed that the records of the

HEALTHCARE REVIEW PROGRAM

do not and will not have further official use or value for administrative, research, or reference purposes after the respective retention periods specified herein. The N.C. Department of Cultural Resources consents to the destruction or other disposition of these records in accordance with the retention and disposition instructions specified in this schedule. However, records subject to audit or those legally required for ongoing official proceedings must be retained until released from such audits or official proceedings, notwithstanding the instructions of this schedule. **Public records including electronic records not listed in this schedule or in the *General Schedule for State Agency Records* are not authorized to be destroyed.**

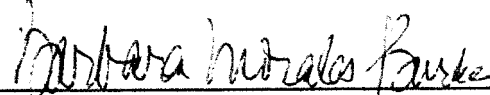
The


HEALTHCARE REVIEW PROGRAM

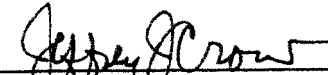
agrees to destroy, transfer or dispose of records in the manner and at the times specified herein. This schedule is to remain in effect until superseded.

APPROVAL RECOMMENDED


Sylvia East, Chief Records Officer
Department of Insurance

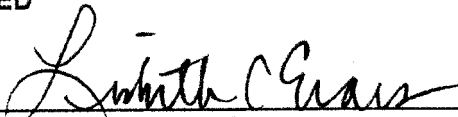

Barbara Morales Burke, Senior Deputy
Commissioner
Technical Services Group


Susan D. Nestor, Director
Healthcare Review Program


Dr. Jeffrey Crow, Deputy Secretary
Office of Archives and History

APPROVED


Jim Long, Commissioner
Department of Insurance


Lisbeth C. Evans, Secretary
Department of Cultural Resources

June 25, 2003

LRM

RECORDS RETENTION AND DISPOSITION SCHEDULE AMENDMENT

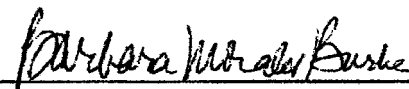
DEPARTMENT OF INSURANCE
TECHNICAL SERVICES GROUP
HEALTHCARE REVIEW PROGRAM

Amend the records retention and disposition schedule approved June 25, 2003 by amending Item 46857 as shown on substitute page dated April 13, 2004.

APPROVAL RECOMMENDED



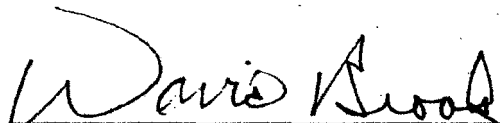
Sylvia East, Chief Records Officer
Department of Insurance



Barbara Morales Burke, Senior Deputy
Commissioner
Technical Services Group

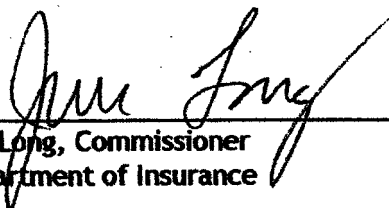


Susan D. Nestor, Director
Healthcare Review Program



David Brook, Director
Division of Historical Resources

APPROVED



Jim Long, Commissioner
Department of Insurance



Lisbeth C. Evans, Secretary
Department of Cultural Resources

April 13, 2004


LDR

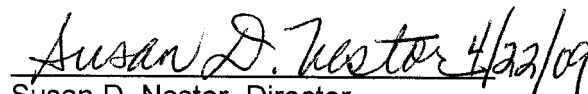
PROGRAM RECORDS RETENTION AND DISPOSITION SCHEDULE AMENDMENT

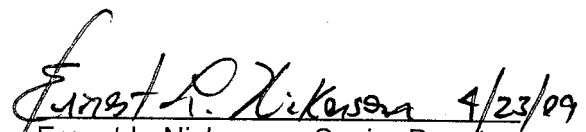
**DEPARTMENT OF INSURANCE
TECHNICAL SERVICES GROUP
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Amend the program records retention and disposition schedule approved June 25, 2003 and amended date April 13, 2004 by amending item 46857 and adding item 48463 as shown on the included schedule. No other items on this schedule have been amended, added, or removed.

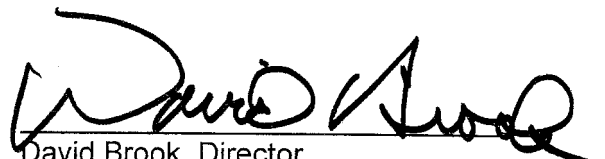
APPROVAL RECOMMENDED


Angie Brogden, Chief Records Officer
Department of Insurance


Susan D. Nestor, Director
Healthcare Review Program

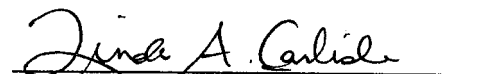

Ernest L. Nickerson, Senior Deputy
Commissioner
Technical Services Group


Louis Belo, Chief Deputy Commissioner
Department of Insurance


David Brook, Director
Division of Historical Resources

APPROVED


Wayne Goodwin, Commissioner
Department of Insurance


Linda A. Carlisle, Secretary
Department of Cultural Resources

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ITEM 46857. CONSUMER COUNSELING FILE.

Records in paper and electronic formats documenting the consumer counseling activities with the Healthcare Review Program. Records are required to review consumers' concerns and to provide counseling regarding strategies, resources, and suggestions for a consumer's noncertification appeal. File includes documents related to the diagnosis and medical treatment of the consumer, correspondence, and related records. (File maintenance and backup procedures conducted daily by Information Systems Division (ITS)). (Comply with applicable provisions of G.S. 58-2-105 regarding the confidentiality of medical records.)

DISPOSITION INSTRUCTIONS: Destroy in office paper records dated prior to January 1, 2004 after 3 years. Scan in office records dated from January 1, 2004 and forward. Destroy in office paper records after all quality control procedures have been completed. Destroy electronic records in office after 10 years.

ITEM 46858. EXTERNAL REVIEW FILE.

Records in paper and electronic formats regarding requests for an independent external review. File includes requests, correspondence and related records. (The location address of the scanned image is stored in an electronic database, an image storage and interactive form filing and tracking system maintained by the Information Systems Division.) (Comply with applicable provisions of G.S. 58-2-105 regarding the confidentiality of medical records.)

DISPOSITION INSTRUCTIONS: Scan records in office. Destroy in office paper copies of scanned records of unaccepted cases after all quality control procedures have been completed and when administrative value has ended. Destroy in office paper copies of scanned records of accepted cases 3 years after case is closed. Destroy in office electronic records 10 years after case is closed.

ITEM 46860. MEDICAL PROFESSIONAL (PHYSICIAN) CREDENTIALING FILE.

Records concerning the credentialing activities of physicians who provide case evaluations of expedited external review requests for the Healthcare Review Program. File includes verification of work profile history, information regarding medical license activity, hospital privilege status, verification of screening through the Board Action Databank of the Federation of State Medical Boards, information regarding licensure, and reviews of malpractice claims that have been settled. (Comply with applicable provisions of G.S. 58-2-105(c) regarding the confidentiality of records.)

DISPOSITION INSTRUCTIONS: Destroy records in office 5 years after physician retires from the Program.

ITEM 48463. MISCELLANEOUS OPERATIONS FILE.

Records in paper and electronic formats concerning projects on various subjects dealing with improvements and enhancements to operations. File may include request for proposals, informal legislative records, database enhancements and improvements records, correspondence, memoranda and other related records.

DISPOSITION INSTRUCTIONS: Destroy paper and electronic records when reference value ends.